

Serial Number: 09/511,256

Amendments to Drawing Figures

Figures 1 through 4C, 6, 7, 7-1, and 7-4 have been redrawn to fit within the required top and left margins and replacement sheets are enclosed therefor.

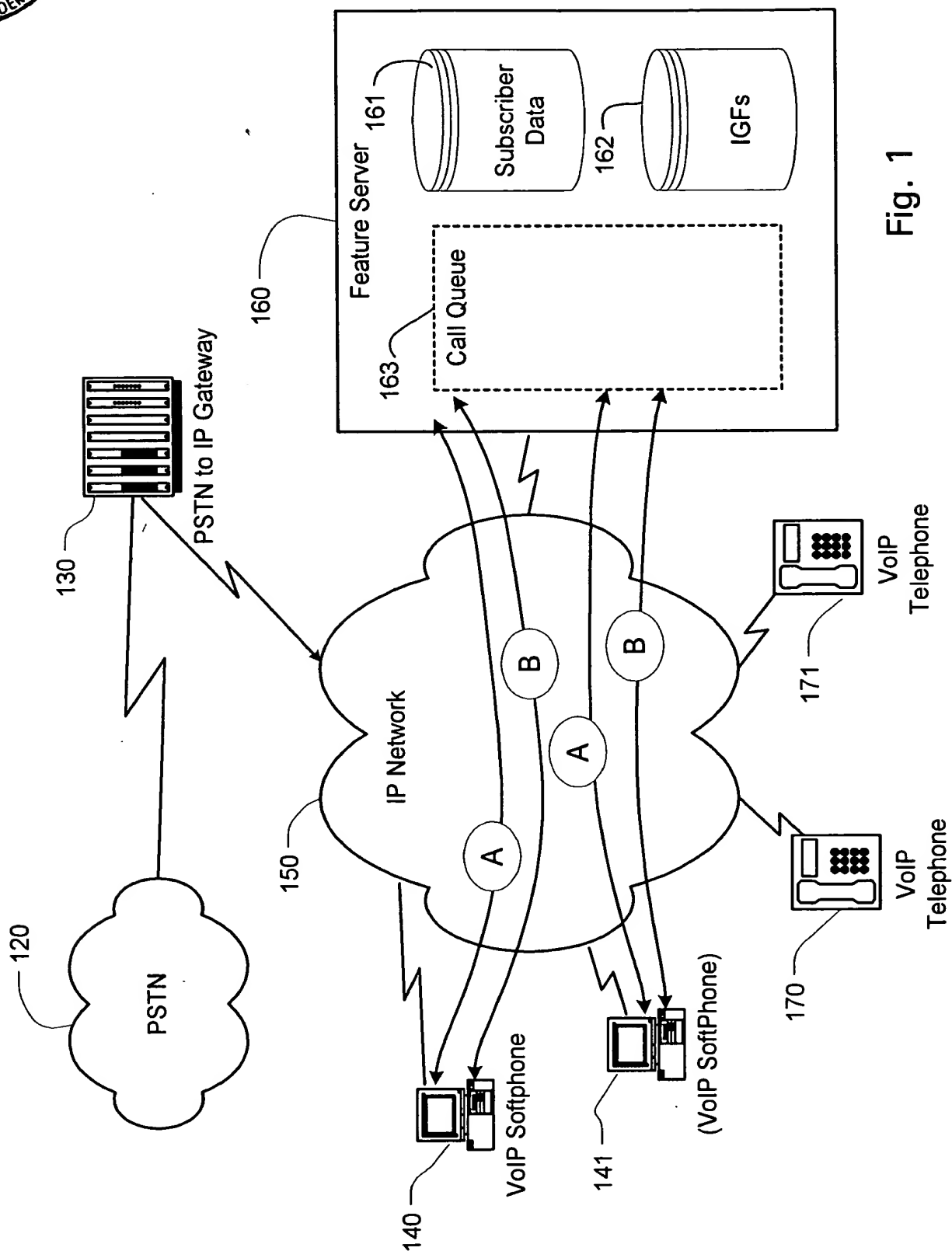


Fig. 1

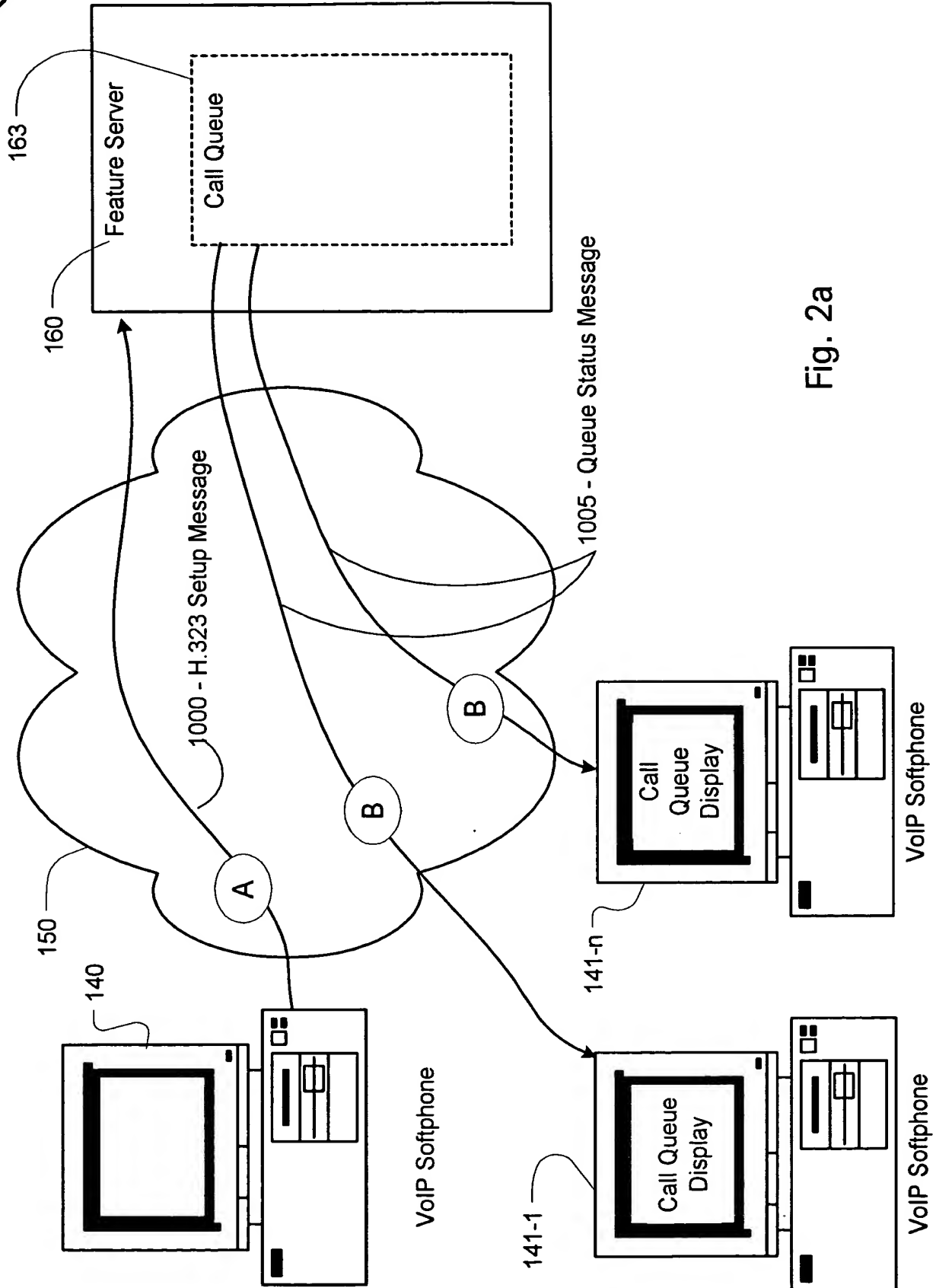
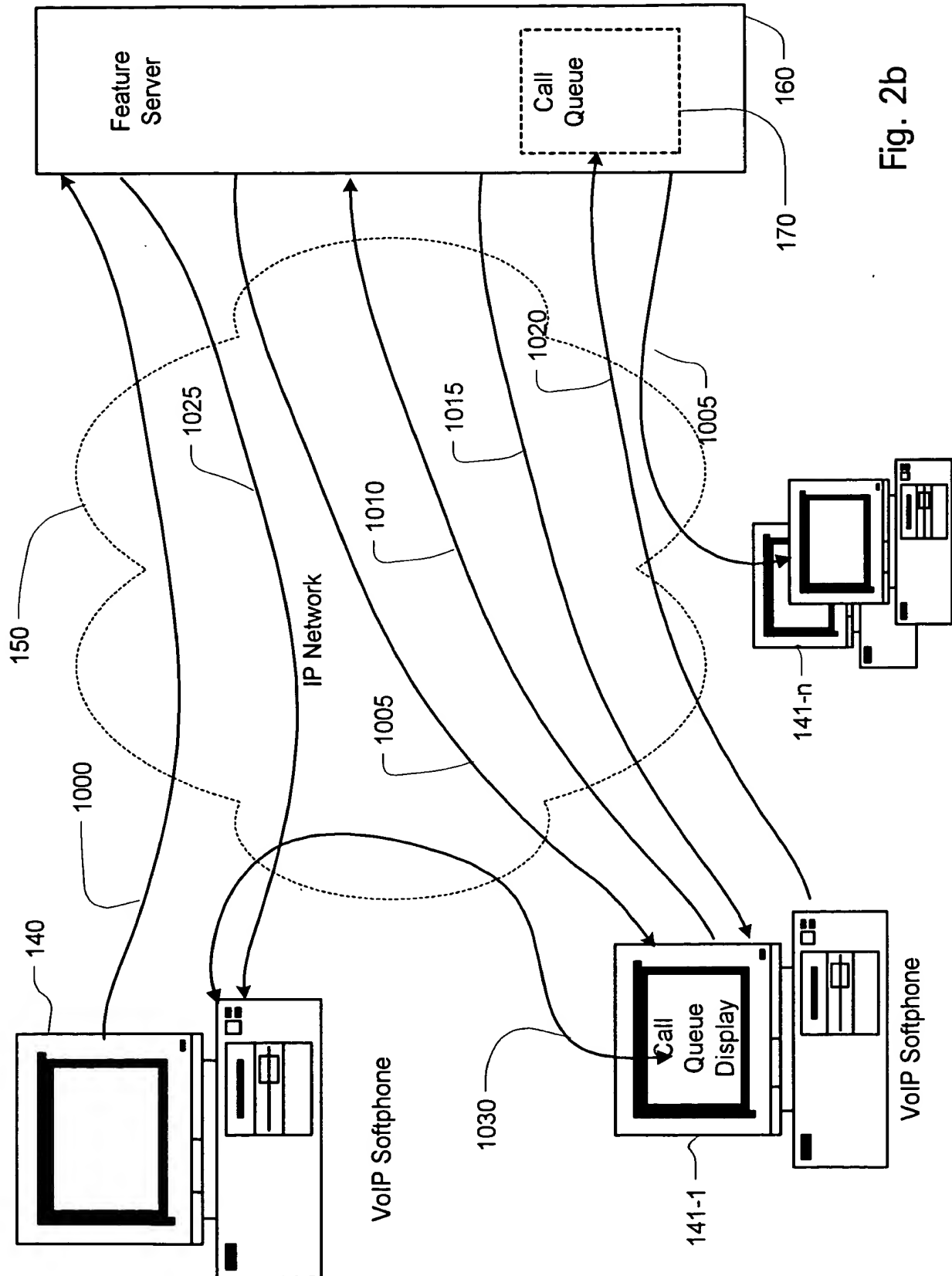


Fig. 2a



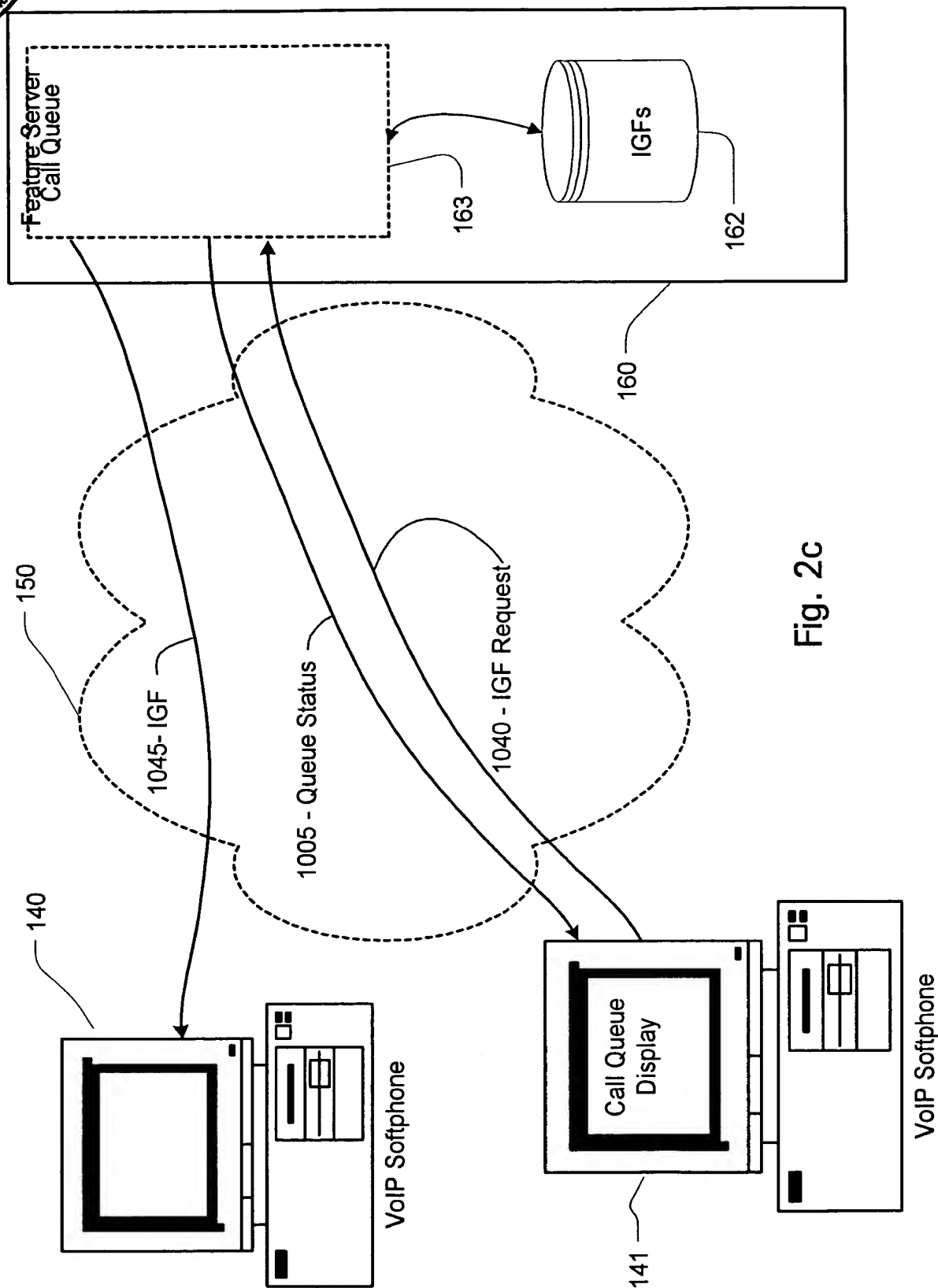


Fig. 2c

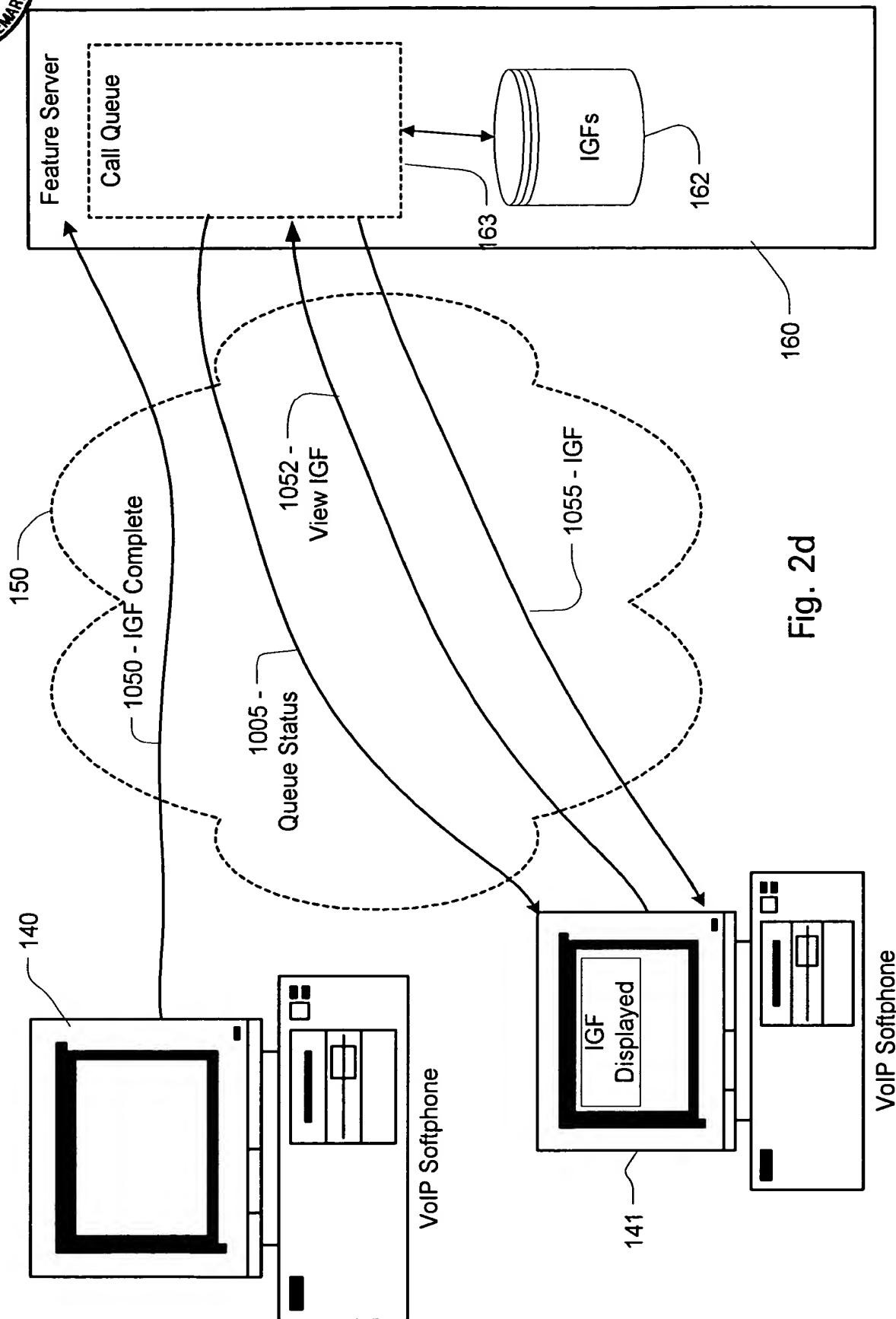
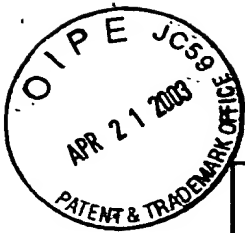


Fig. 2d

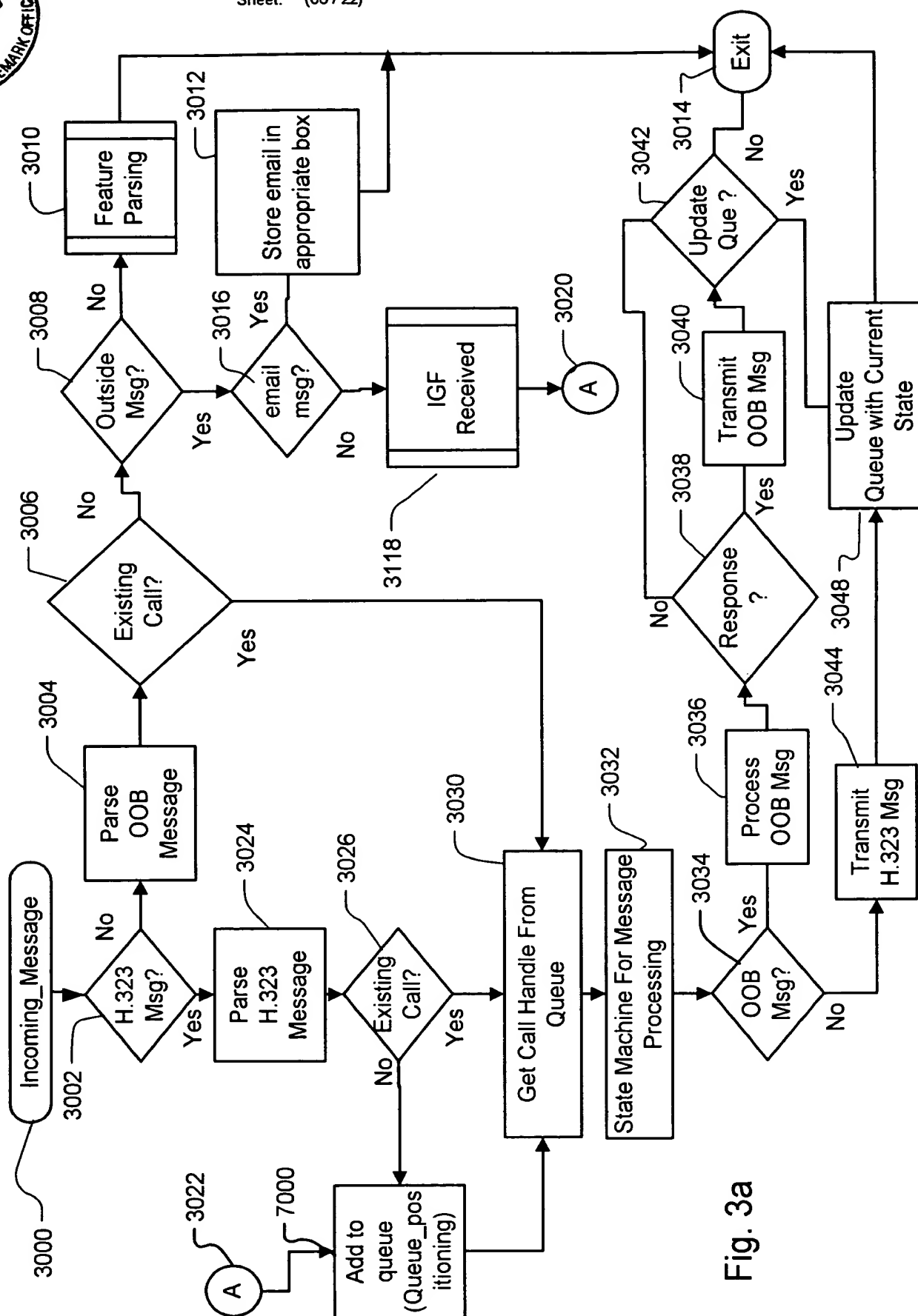


Fig. 3a

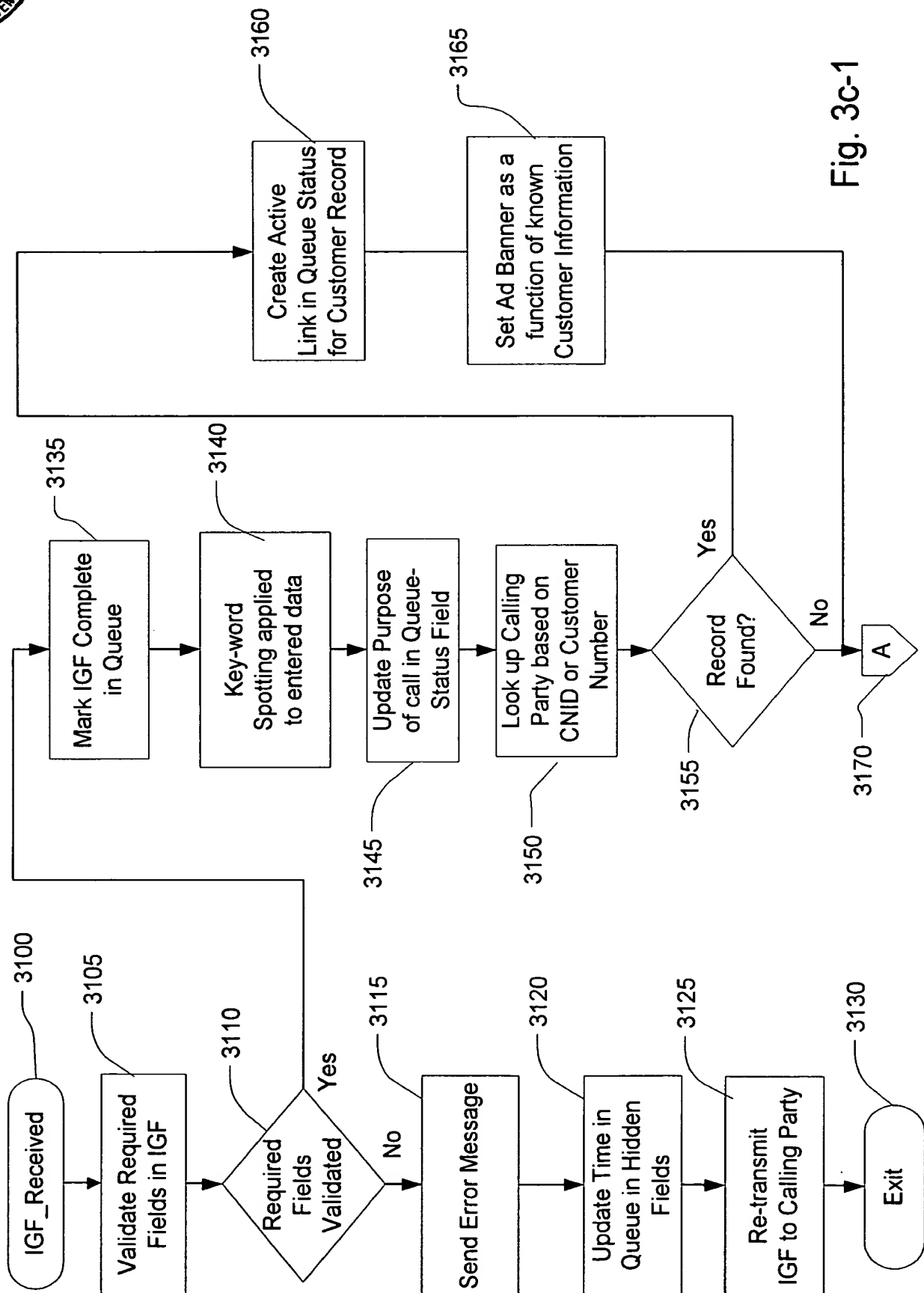
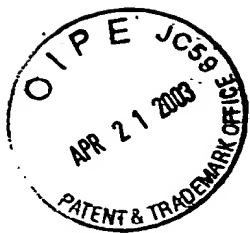


Fig. 3c-1

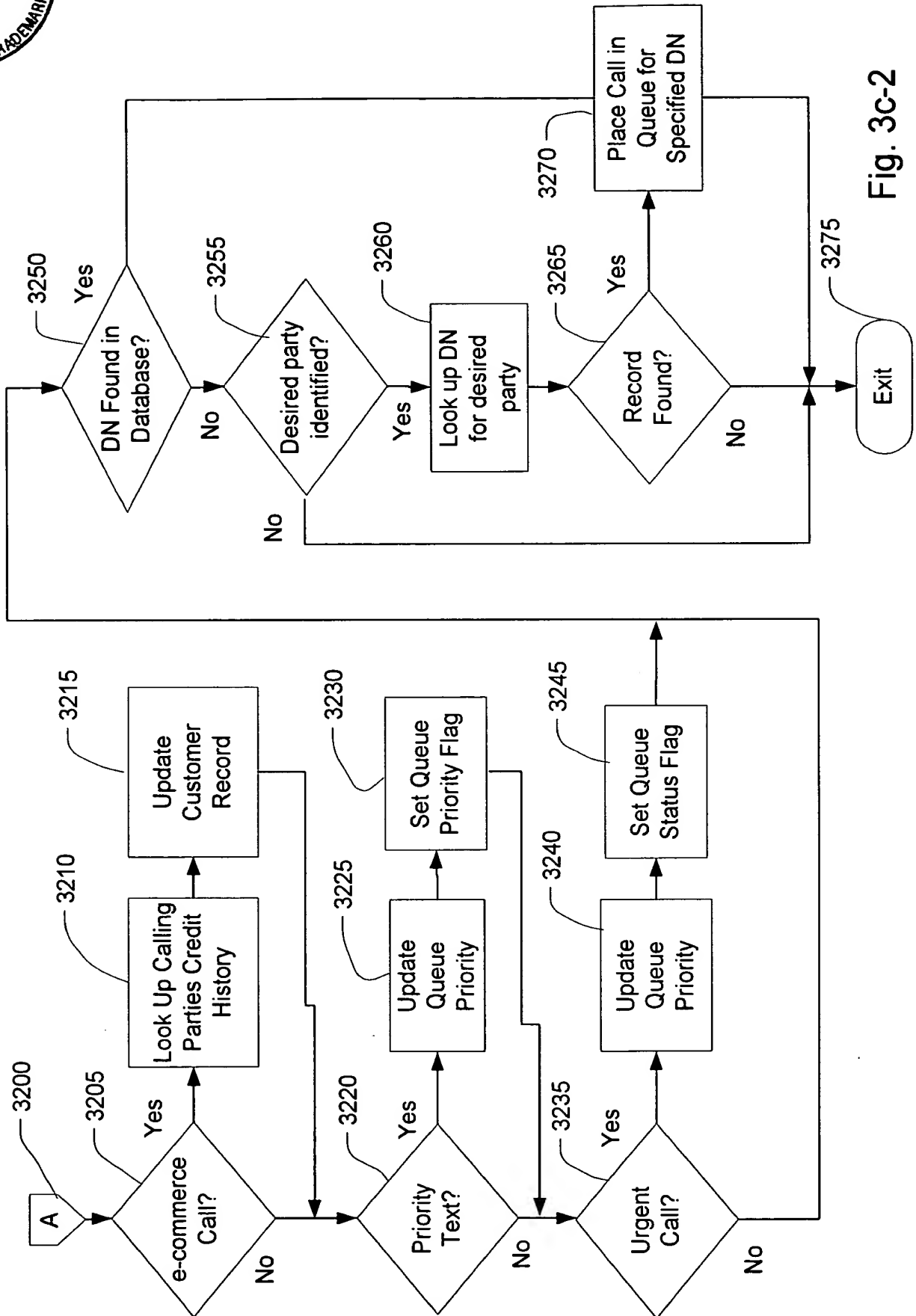


Fig. 3c-2



4000	4010	4020	4030	4040	4050	4060	4070	4080
Time-Date of Call	Caller-ID Name-Number	Return Caller	Queue Position	IGF Status	Time in Queue	Called Party or DN	Purpose of Call	Urgent or Priority
13:05:06 12-25-99	Sidney 555-820-1994	Y	1	Complete	00:01:23	(Main Number)	Cust. Service	P
13:08:02 12-25-99	Natasha 555-234-7654	N	3	00:03:02	00:03:23	Buster	Unknown	
13:06:00 12-25-99	Fred 555-743-8254	N	2	Complete	00:01:03	Kyle	Order Entry	

Fig. 4a Call Queue Screen



5010

Called Subscriber Requests More Information

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call?
(Type text or graphic,
drop text_graphic file,
or voice message
here)

5040

Submit

Cancel

Work Offline

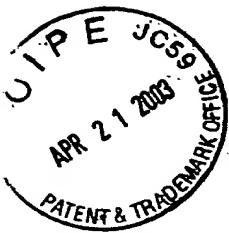
Call Me Back

5050

5060

5070

Fig. 5a



5095
Called Subscriber Requests More Information

5010
x

5090
\$Multimedia_Banner_Object

5020
Enter Name: \$Name
Enter Phone Number: \$Phone_Number
(or drop vCard here) \$vCard_Structure

5030
Purpose of call? (Type text or graphic, drop
text_graphic file, voice message or other multimedia
input here) \$Input_multimedia_object

5080
☐ Check here for urgent call \$Urgent_flag

5040
Submit

Cancel

5050

Work Offline

5060

Call Me Back

5070

Fig. 5b



5010

Called Subscriber Requests More Information

5090

Hidden Time in Queue Data

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call? (Type text or graphic,
drop text_graphic file, voice message
or other multimedia input here)

5080

☐ Check here for urgent call

5100

Call me Back

e-mail Submit

Reconnect

Cancel

5110

5120

5130

Fig. 5c

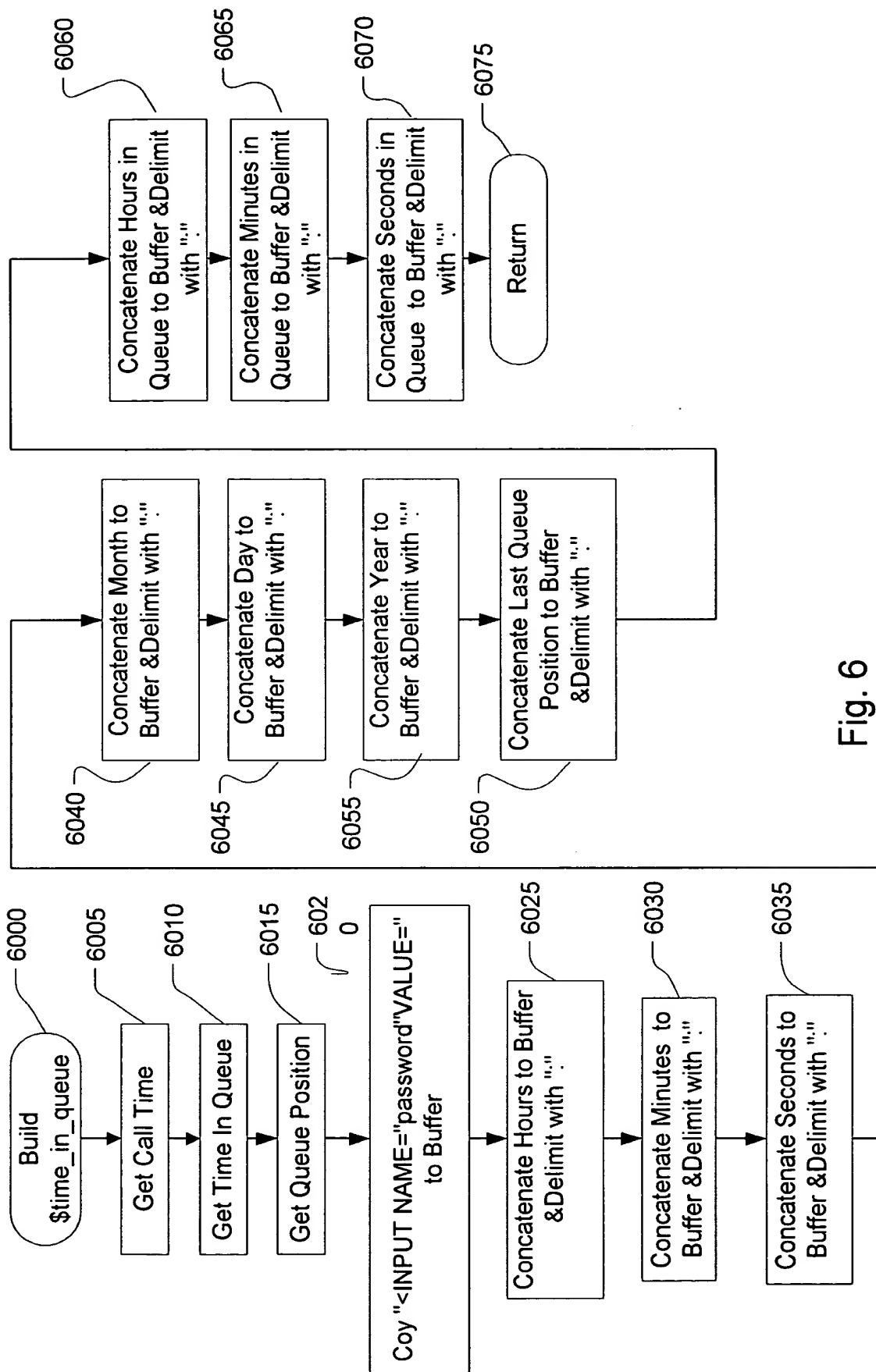
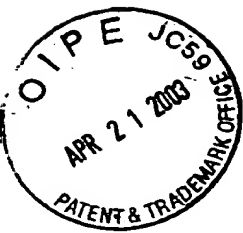


Fig. 6

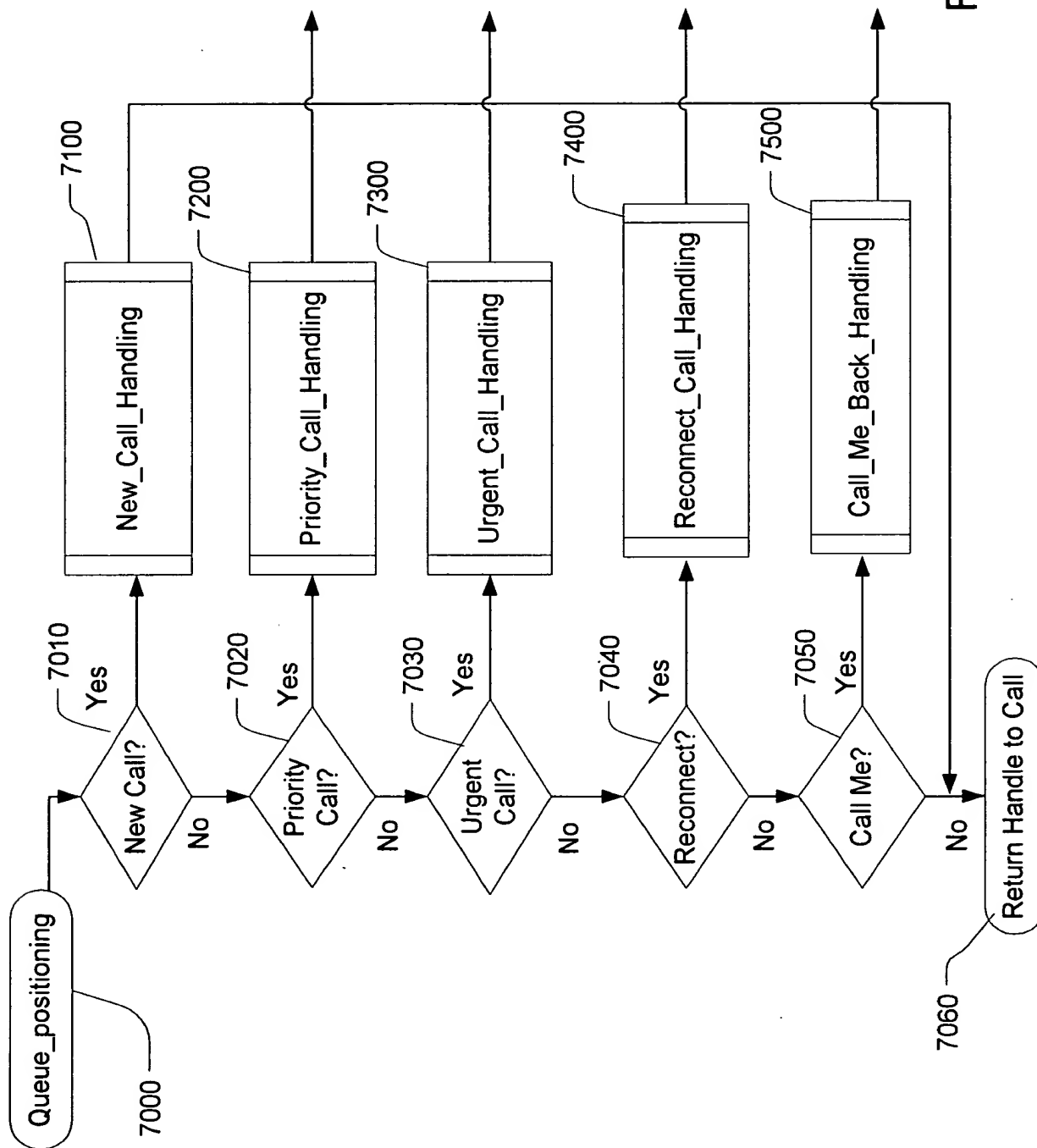
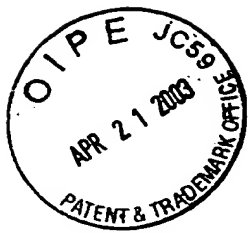


Fig. 7

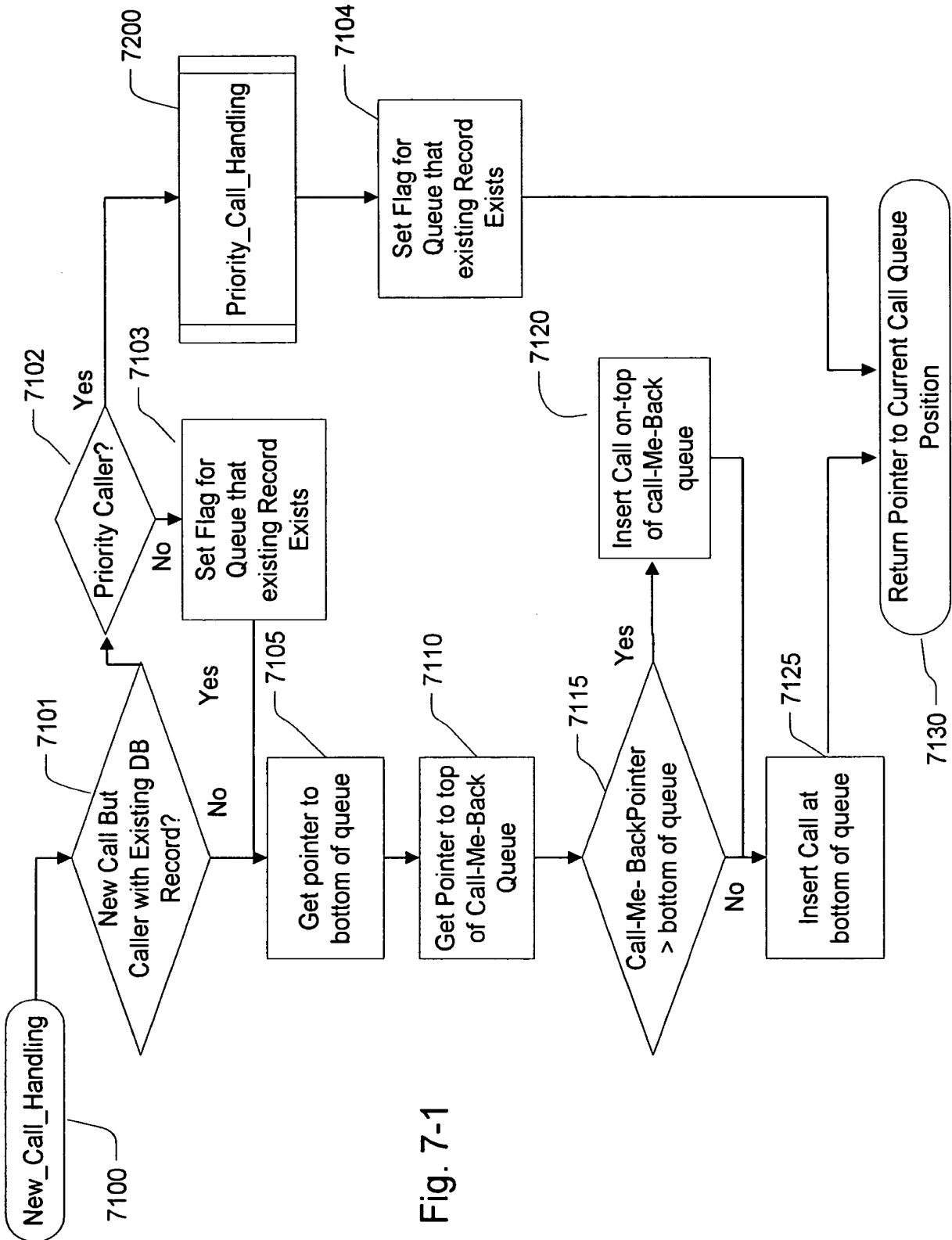
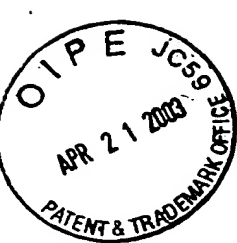


Fig. 7-1

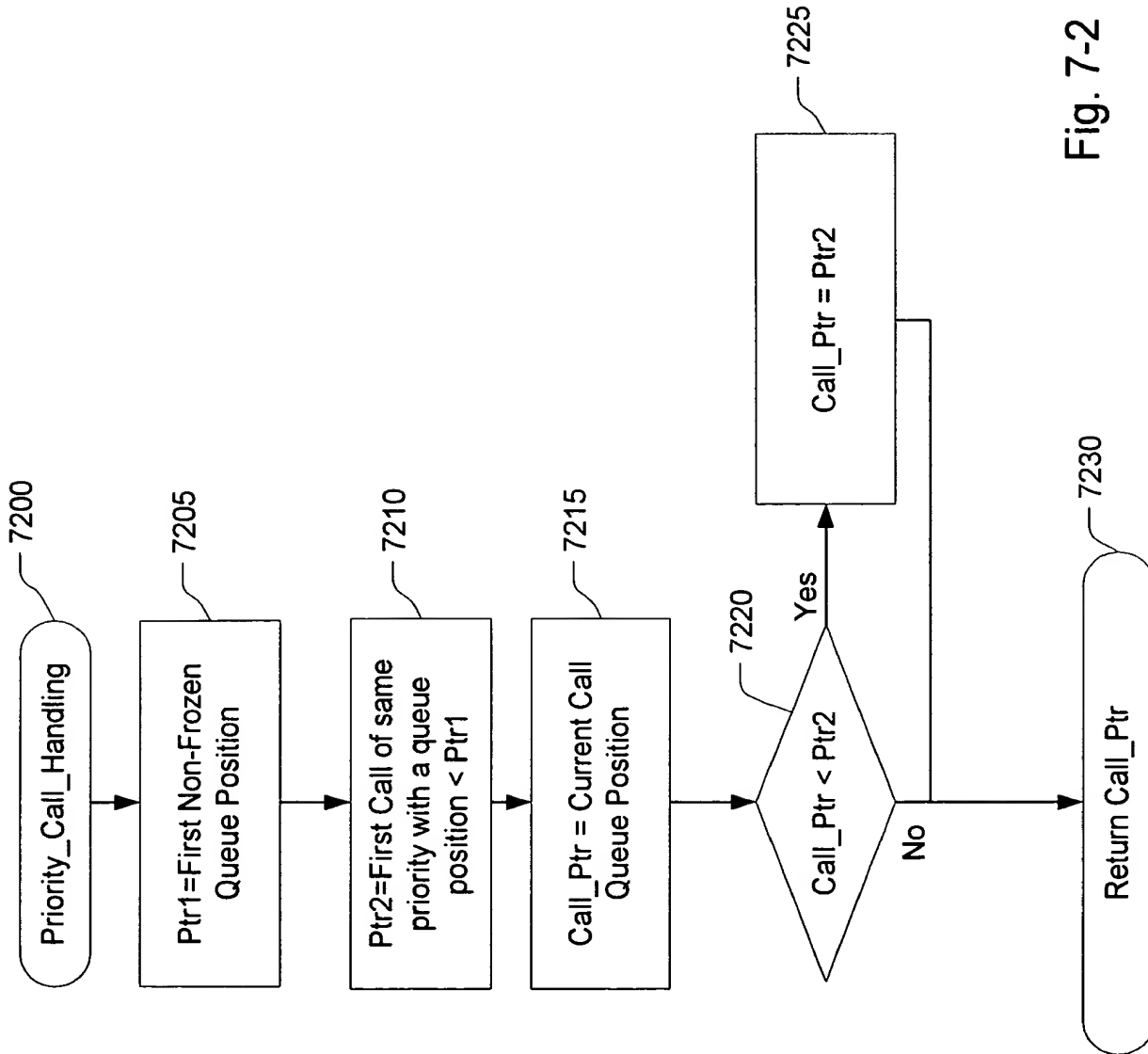
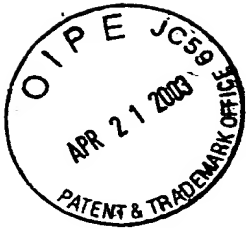


Fig. 7-2

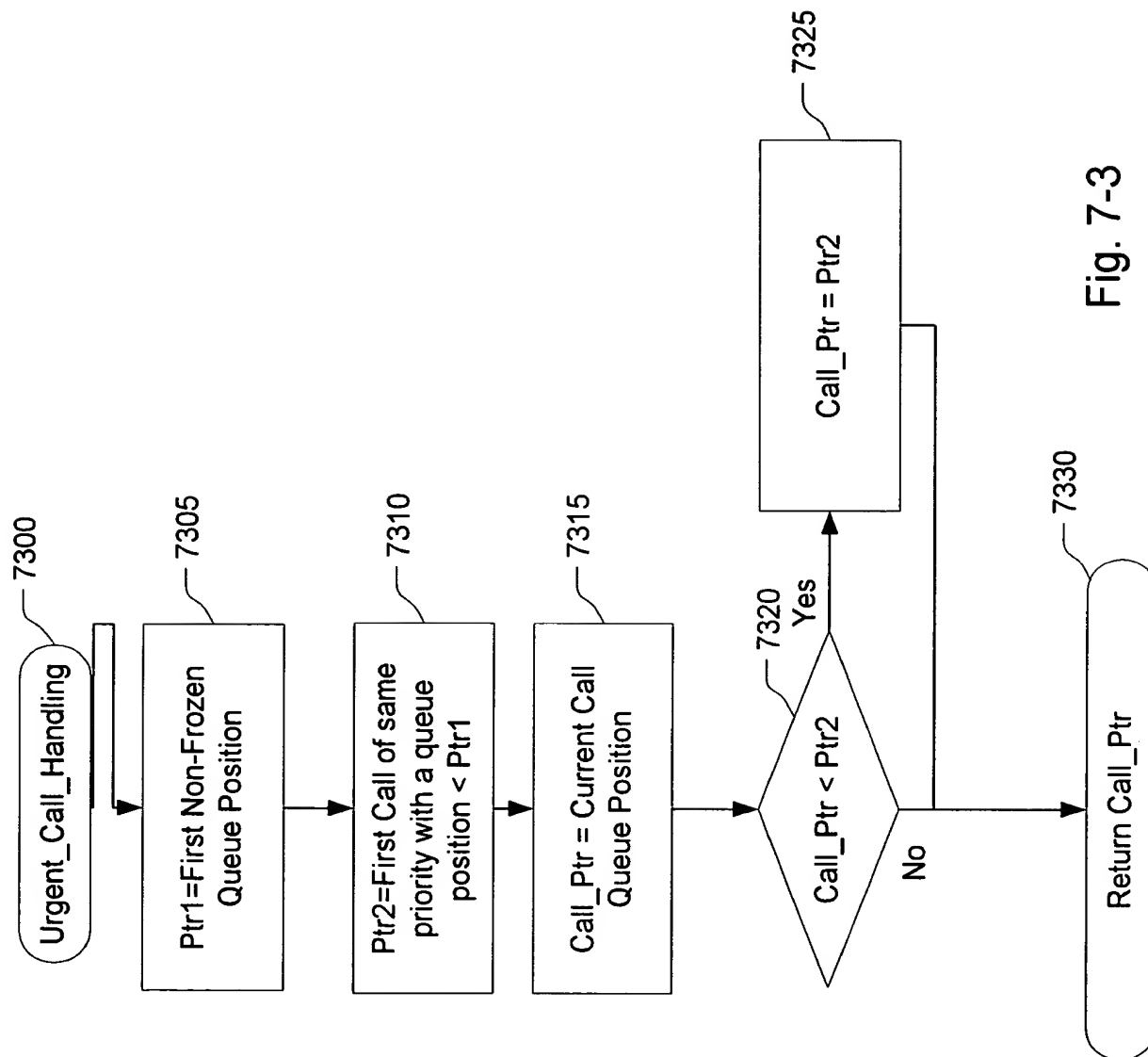
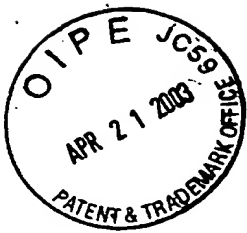


Fig. 7-3

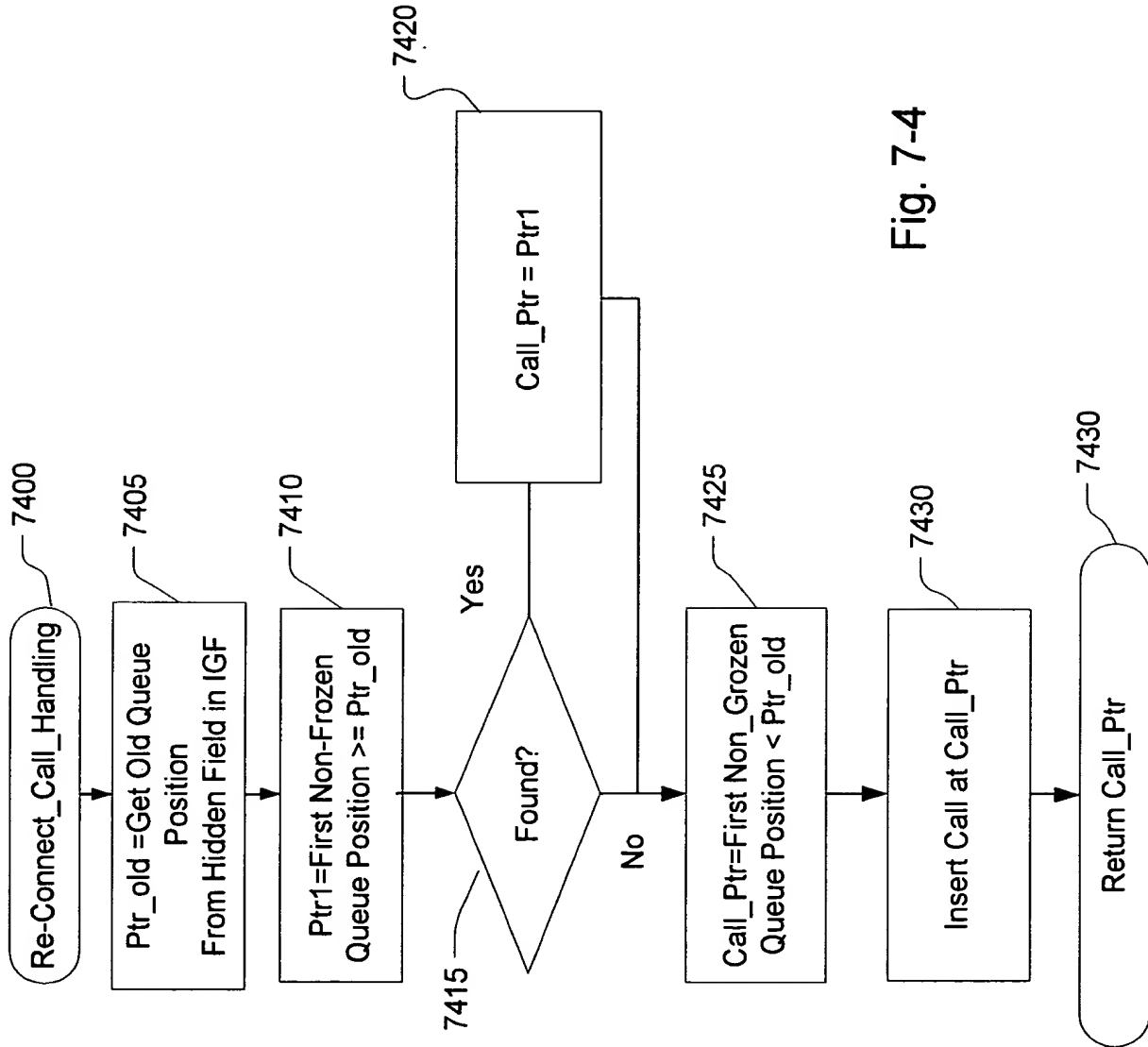


Fig. 7-4

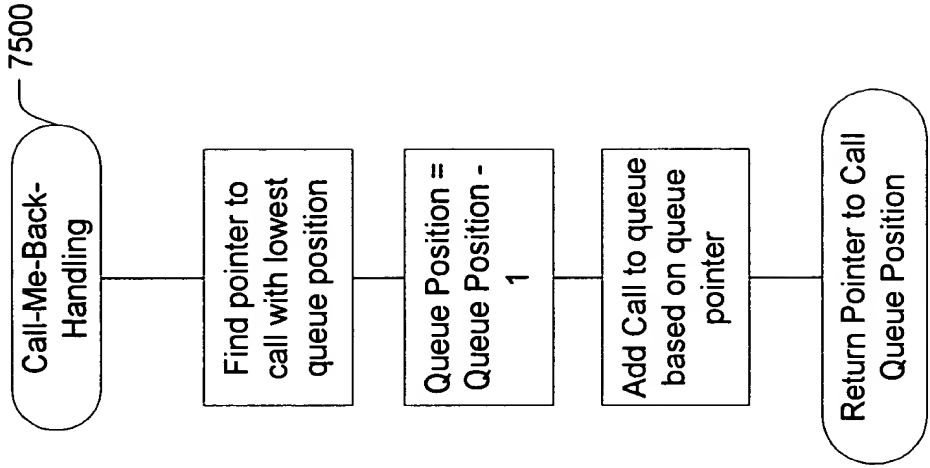
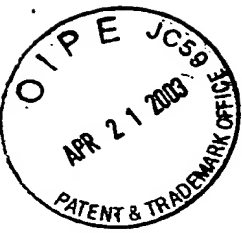


Fig. 7-5

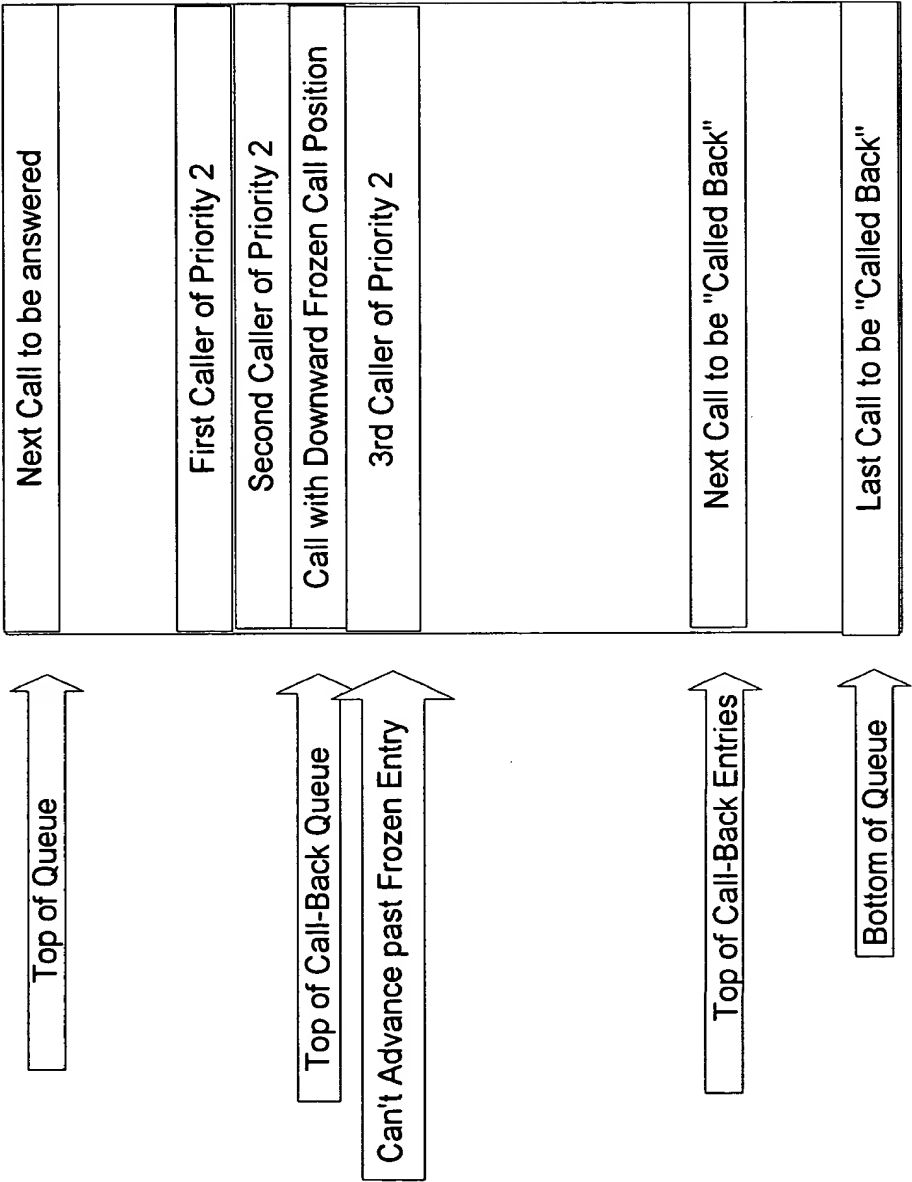


Fig. 7-6



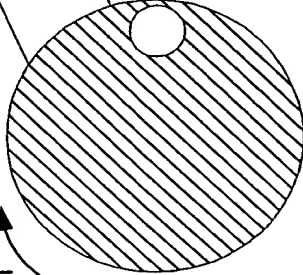
Queue Position Control

Calling Party: Howard
Customer ID: 12345678

Override Frozen Limit

Current Queue Position: 15
Adjusted Queue Position: 02

☐ Frozen Limit:

Increase Position 

OK **Cancel**

4310 4320 4375 4360 4360 4355 4350 4390 4380 4340 4370

Fig. 4c

Queue Operations Menu

Answer Call
Terminate Call
Transfer Call to DN
Transfer Call to Voice Mail
Transmit IGF To Calling Party
Retrieve Open IGF From Calling Party
View Submitted IGF From Calling Party
Delete IGF
Store IGF to Database
Retrieve Database on Calling Party
Reposition Caller in Queue
Freeze Caller Position in Queue
Open Multimedia Chat with Caller

4100 4110 4120 4130 4140 4220 4160 4190 4230 4200 4210 4180 4240 4170

Fig. 4b